Pulse

NEW ENGLAND DEACONESS HOSPITAL BOSTON, MASSACHUSETTS

AUGUST, 1965

PATIENT SERVICE DEPARTMENT ESTABLISHED

The policy of the New England Deaconess Hospital is to give all patients the best possible care and service in every area. To help attain this goal, the Patient Service Department was established to coordinate the business aspects of hospitalization, decrease the waiting time for admission, and give more personalized attention to the patients about their non-medical problems. To accomplish this objective, the admitting, business, and credit functions were combined. Before this was done there had been no continuity among these services. For every patient each general problem or portion of a problem was handled independently by a different person. It seemed desirable to have a team of three people who were familiar with each patient and one of whom could help whenever the need arose. Now a totally related business service is ready to serve the patient.

The Admitting Office heretofore helped the patients with any problem from the time the doctor made the booking for hospitalization until a messenger escorted the patient to his assigned floor. If a business problem arose pertaining to insurance or Blue Cross coverage during a patient's stay, the Credit Office was notified and the patient visited in his room. When the patient was discharged, the Messenger Service again was involved so that the patient could be escorted first to the Cashier's Office to make arrangements for paying his bill and then to his waiting automobile or taxi. All this meant that the patient dealt with many different business representatives during the course of his stay and that there was no continuity of service. Thus came into being the purpose of the Patient Service Department — to establish a continuity and assure the helpfulness of knowledgeable, vitally interested Patient Service Officers.

The Admitting Office has become the Booking Office and moved to the first floor of Baker. Reservations continue to be made there for hospitalization. Today the booking alone is a complex procedure which now can be done more efficiently by Miss Marion E. Haskell, Chief Book-

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First row (l. to r.) Mr. Richard E. Lee, Assistant Executive Director and Controller; Mr. Milton B. Nelson, Manager, Patient Service Department; Mr. William E. Bramson, Assistant Manager, Patient Services, and Mr. R. D. Lowry, Executive Director. Second row (l. to r.) Miss Nancy E. Moore, Mrs. Sally Putney, Miss Dorothy Abbott, Mrs. Mary Hennessey. Third row (l. to r.) Miss Judith A. McDowell, Mrs. Edythe M. Phelps, Miss Virginia Iselin, Miss Marion E. Haskell, Miss Mary N. Sherman. Back row (l. to r.) Miss Gladys E. Stockwell, Mrs. Erminie M. Smith, Mrs. Helen Levi, Miss Anne A. Taggart, and Miss Marguerite Kehoe. Members of the team not pictured are: Mr. William J. Flatley, Miss Lilla M. Dixon, Mrs. Dorothy Field, Miss Helen B. Gordon, and Miss Carla S. Cassens.

DR. LELAND JOINS STAFF

Dr. O. Stevens Leland, Jr. joined the staff of the New England Deaconess Hospital on July 15 as Director of the Cardio-Pulmonary Unit of the Department of Medicine.

Originally from Newton, Dr. Leland studied at Harvard College and was graduated from Columbia College of Physicians and Surgeons Medical School. He received his medical training with Harvard Medical Services at Boston City Hospital. He was recently associated with the West Roxbury Veterans Administration Hospital.

Dr. Leland is a member of the board of directors of the Greater Boston Chapter of the Massachusetts Heart Association.

He and Mrs. Leland live in Wellesley Hills. They have two sons, O. Stevens Leland, III, age 7 and James Scott Leland, age 4.

DR. WARREN

Dr. Shields Warren retired July 1 from the faculty at Harvard Medical School and is now Special Consultant to the Dean of the Faculty of Medicine there as well as Professor of Pathology at the New England Deaconess Hospital, Emeritus. Dr. Warren will continue as Science Director of the Cancer Research Institute.

FRIENDS HONOR MRS. BERYL B. PAINE

Harris Hall was the scene of a Retirement Tea on July 23 for Mrs. Beryl B. Paine, School of Nursing Librarian.

Mrs. Paine came to the New England Deaconess Hospital in May 1942. She started in the Patients' and Employees' Library and helped organize the library services for the School of Nursing. She supervised both libraries until 1957 when she devoted her full time efforts to the School.

Miss Vera K. Russell, Recreation Director of the School of Nursing, ingeniously created a topiary money tree made of pink nylon net and the contributions of Mrs. Paine's many friends throughout the hospital. Two senior students, Miss Susan P. Carlson, President of the Student Council, and Miss Margaret J. McGrath, poured.

Mr. R. D. Lowry, Executive Director, expressed his appreciation to Mrs. Paine for her years of faithful service and presented her with a watch on behalf of the hospital. Other gifts given to Mrs. Paine were a gold circlet pin from the Faculty and Nursing Service Councils; a copy of "Bartlett's Quotations" from the students at the School of Nursing; a clock from the Alpha Credit Union of which she has been treasurer and a director; and a purse from the Massachusetts Association of Hospital Librarians, of which she was secretary for several years.

Mrs. Paine is looking forward to pursuing interests that have previously been crowded out because of a busy work schedule. Her main hobbies are collecting stamps and coins. She is planning a trip through "geneology land" with her sister, Mrs. Isabelle F. O'Connor and attended the Congregational Church Conference in August at Star Island, New Hampshire. Mrs. Paine will continue her work at the Central Congregational Church in Jamaica Plain, where she is secretary of the Women's Association.

Mrs. Paine said, "It's wonderful to be able to retire when one still has a zest for living. I shall miss my friends at the Deaconess, but hope to come back and visit often. I live close enough that you cannot keep me away."

BOOK CART

Did you ever consider that when anyone other than a patient stops the Book Cart and asks for a book the stock from which the patients can make their selection is depleted and the visits to the floors delayed? The Book Cart is a service for patients. The Library on Deaconess I, however, is open to all and its frequent use is welcomed from 8:30 a.m. to 5:00 p.m. Monday through Friday.

MRS. BERYL B. PAINE FETED AT TEA

Presenting gifts to Mrs. Beryl B. Paine at her Retirement Party were (l. to r.) Mr. R. D. Lowry, Executive Director; Miss Ellen D. Howland, Director of Nursing and the School of Nursing; Mrs. Paine; Mr. Charles F. Schraub, Chief Pharmacist; and Miss Susan P. Carlson, President of the Student Council.

Scholarships Awarded

Miss Pamela M. Pettinati, Hematology Laboratory, and Jose J. Fernandez, and James W. Bailey, both of whom work part time in the Pathology Laboratory, are recipients of scholarships awarded in June.

Miss Pettinati, who was graduated from Emmanuel College, received one for Tufts Medical School from the Zonta Club in Medford, where she lives.

Mr. Fernandez, who came here from Cuba more than a year ago, was presented with a $500 scholarship from Brookline High School to the Southern Massachusetts Technology Institute, where he will be enrolled in September.

Mr. Bailey received two scholarships: one from the Class of 1913 at English High School in Boston, and one from Villanova College in Philadelphia, Pa., where he will start in the fall.

NEW BOOKS AT LIBRARY

Miss Ruth M. Sullivan, Librarian, reports that among the new books available for loan at the Patients' and Employees' Library in the Deaconess Building are "The Liberation of Lord Byron Jones" by Jesse Hill Ford; "The Hormone Quest" by Albert Q. Maisel; "Mushrooms, Molds and Miracles" by Lucy Kavaler; "Michael Joe" by William Cotter Murray, a juvenile by Adelin Linton called "A Family of Foxes," and Dan Levin's, "Stormy Petrel: The Life and Work of Maxim Gorky."

"BEN THINKIN"

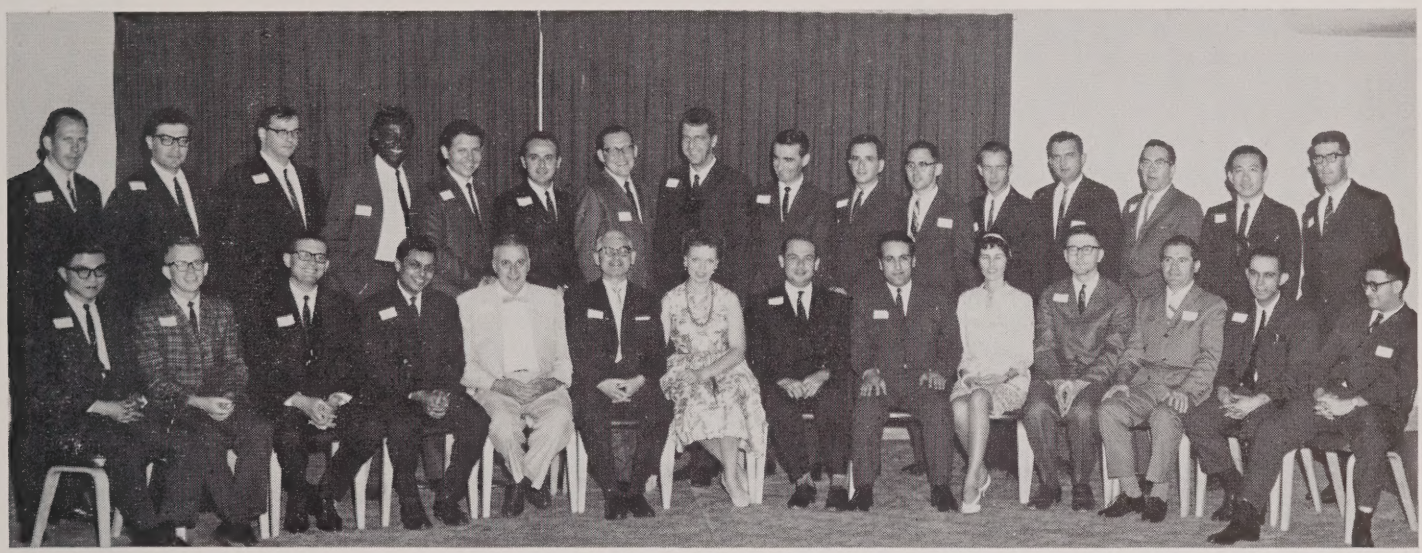
The Suggestion Committee has announced a revision of the "Ben Thinkin" form which is available outside the Cafeteria in the Baker corridor and which should be used by all in submitting suggestions for Committee consideration. The form clarifies the definitions for several categories of awards which are granted now in amounts of from $10 to $50.

In making the announcement, Mr. Milton B. Nelson, Committee Chairman, stressed the importance of receiving suggestions which would bring worthwhile improvement to the hospital in its total responsibility of patient care. He emphasized that suggestions cannot be ideas for individual convenience, normal policy change, routine service suggestions, or complaints. Although such matters are of great importance in helping improve the expected efficiency of the hospital, they should be brought to the attention of supervisors and department heads immediately so that normal corrections can be considered and action taken.

Recently the Committee granted an award to Mr. C. Lewis Fletcher of the Administrative Services Department for his suggestion of a change to insure the safety of hospital patients and personnel.

DINNER FOR RESIDENTS

A dinner party was given by the hospital on July 22 at 1200 Beacon Street as a welcome to all Residents for the coming year. Dr. Roger C. Graves, Chairman of the Residency Advisory Committee, talked about the personal care and concern given to every Deaconess patient. To the wives of the Residents, he gave his thanks for their patience and understanding. Paul Monaghan and his orchestra provided music for dancing, culminating an enjoyable evening.



Residents present at Dinner Party were (seated l. to r.) Dr. Eusebio Young, Dr. Charles M. Clark, Dr. Ivon Campo, Dr. Dhiroobhai Desai, Dr. Leo U. Zambon, Dr. Joseph Rosenberg, Dr. Ilga Dinbergs, Dr. Waleed Nahas, Dr. Robert P. Germanos, Dr. Martha Skinner, Dr. Halford S. Whitaker, Dr. Nicola Lembessis, Dr. John H. Rippey, and Dr. Irwin M. Chernew. Standing (l. to r.) Dr. Klaus Anselm, Dr. Fouad Hamawy, Dr. Neil Auerbach, Dr. Victor Lawoyin, Dr. Harvey A. Turner, Dr. Thomas Kazamias, Dr. Mariano Garcia, Dr. Jurgen Korth, Dr. Harley B. Meia, Dr. Charles Kahn, Dr. Edward Etkind, Dr. Raymond Maguire, Dr. William O'Toole, Dr. Henry Hudson, Dr. Yong Uahwatanasakul, and Dr. Terence O'Callaghan.

FULL SEMI-PRIVATE BLUE CROSS COVERAGE FOR EMPLOYEES

The Board of Trustees voted recently to provide increased Blue Cross coverage for the protection of all New England Deaconess Hospital employees who subscribe to the group Blue Cross plan. At no added cost to the employees, full semi-private coverage will be guaranteed, effective September twentieth.

This means that full semi-private rates will be insured, not just an allowance of $18 a day. In case of hospitalization outside the New England Deaconess Hospital, this will be of particular help. Although hospitalization in semi-private accommodation at the Deaconess has not been an additional expense to an employee, hospitalization outside has meant paying the difference between the $18 plan and the room rate.

This is an additional fringe benefit for which many have asked — those with families and those who might find hospitalization more convenient elsewhere. The generosity of the Board of Trustees undoubtedly will be appreciated many times, so that it is with pleasure that this announcement is made.

NEW STAFF NURSE

Miss Ann C. Murphy of Leominster has joined the New England Deaconess Hospital as a staff nurse. She was graduated in June from St. Joseph's Hospital School of Nursing in Lowell where she was vice-president of her class and chairman of the Judiciary Board.

WE WELCOME . . .

Recent full time employees at the New England Deaconess Hospital include FRANKLIN R. GOLDSCHMIDT in Data Processing . . . MISS NANCY E. MOORE, Patient Service Department . . . RICHARD D. AGNES, RICHARD S. MULLER and JOHN F. TRAVERS, Administrative Services . . . ROBERT C. CALDERON, MISS LAURA CROCKETT, MRS. LINDA H. FALL, MISS KATHERINE M. HARVEY, MISS JANE F. WALSH and LEO E. SAWTELLE in the Dietary Department . . . MRS. CARMEN L. FRANCO and ERWIN M. RUHLAND, Laundry . . . JOHN L. BROWN, Grounds . . . WILFRED C. ROGERS and JOHN J. TWOHIG, Maintenance . . . MISS CAROLYN M. RUSSELL, Nursing . . . and MRS. MARIE DOBSON in Central Supply.

JAMES A. BAKER RETIRES

Mr. James A. Baker, Department of Surgery, retired July 30 as an Orderly after having been associated with the New England Deaconess Hospital since October 1952. He was featured in an article published in the June *Pulse*. Mr. Baker's address is 223 Aspinwall Avenue, Brookline, and his friends all wish him well and full enjoyment of his leisure time.

PATIENTS PRAISE . . .

"I wish to express my sincerest thanks to the staff of Palmer III for their compassion and personal interest shown during my recent hospitalization."

BOWLERS END SEASON WITH PICNIC

According to all reports the New England Deaconess Hospital Annual Bowling League picnic, held June 10 at Larz Anderson Park in Brookline, was a tremendous success.

A catered dinner, enjoyed by all and planned by Miss Rose M. De Flora, Chief Dietitian, was served in the open air pavilion in the park.

During the evening the guests played soft ball or danced under light from colorful Japanese lanterns.

The climax came when Mr. Richard E. Lee, Assistant Executive Director and Controller, assisted by his secretary, Miss Gail E. Graham, presented the awards.

Captains of the winning teams and their members were: Division A, David M. Colleran, Captain; and team members Frank J. Cronin, Robert F. Fay, Richard J. Galvin and Hubert D. Sycamore; Division B, Miss Sue Fippin, Captain, and members Frank S. Bettinelli, Miss Jeanne P. Brown, Miss Lillian V. Gillis and Miss Marie C. Sullivan; Division C, Henry C. Winslow and Raymond C. Bentley, Co-Captains, with team members John E. Devlin, Miss Dale McLennan, Patrick Petrie and James F. Tower.

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Three-fourths of all drugs, antibiotics and vaccines in hospital use in 1965 were unknown ten years ago, according to the American Hospital Association.

PATIENT SERVICE DEPT.

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ing Officer, and her assistants. The constant interruptions involved in admitting patients and booking beds at the same time have ceased. This is a welcome change for those involved and also provides better service to the medical staff.

The Manager of the Patient Service Department is Mr. Milton B. Nelson who formerly was concerned solely with the Credit Office. The members of the department, who are known as Patient Service Representatives, are assigned to teams. This assures that one of the three members of a team who is responsible for a patient is available throughout the patient's stay in the hospital. Each morning a list is compiled by the Booking Office for the Patient Service Department of the patients due to arrive that day. The team members assemble as much information about the patients as is available prior to admission in order to speed the admission procedure. On arrival, the patient is greeted by one of the Patient Service Representatives and given a business card as a reminder in case of future need. It is explained that should any problem arise other than a medical one, a member of the team will be happy to do whatever is possible to find a satisfactory solution. The necessary paper work for admission is completed then as quickly as possible. To follow through, the patient is personally escorted by the Patient Service Representative to the assigned floor and introduced to the hostess or nurse in charge. From then on the Patient Service Representative tries to make at least one short visit to the patient before discharge.

On the day of a patient's discharge, the Patient Service Department is notified. As the patient and a team member have become acquainted during the hospital stay, they have had an opportunity to discuss financial matters so that there need be no question about arrangement for paying bills. Because of this, the stop at the Cashier's Office can often be avoided. The patient can be escorted directly to his waiting automobile or taxi and wished a pleasant trip home by one who has a real interest. Even after the patient is home, the Patient Service Representative continues to assist the patient by completing Blue Cross or other insurance forms and being available to answer any questions either by letter or phone.

Although the Patient Service Department started functioning in June, the comments both from the patients and team members are extremely encouraging about the success of the department and its future usefulness. This is the result of the rapport established by a service team which helps throughout with all non-medical problems. The patient does not have to wait as long to be admitted, is saved the confusion of many different people all trying to be helpful, and is discharged without delay.

TEEN AGE VOLUNTEERS

Front row (l. to r.) Stephanie Field, Dawn Harvey, Linda Starr, Karen McIntosh, Linda Cromwell, Margaret Pickett, Rose Andler, Susan Malmad, Barbara Cogan, Sandra Gale, Sara Rosenfeld, Gail Strassfeld, Kathleen Foley, and Thelma Maloney.
Second row (l. to r.) Francesca Testa, Goldie Lansky, Maryellen Mullen, Ruth Bukauskas, Marjorie Schneider, Judith Leavitt, Ellen Dwyer, Janice Sutherland, Bonnie Brook, Paula Wozniak, Frances Rudkin, Jacqueline Feldman, Sally Anderson, Carol Cogliani, Hilda Bloomberg.
Third row (l. to r.) Diane Harrington, Arlyne Bornstein, Rebecca Binder, Barbara Goldberg, Paula Gilbert, Anita Bornstein, Phyllis Rosenthal, Marcella McPharland, Cheryl Kline, Peter Elmuts, Arthur Dublin, Ronald Peter, Deborah Smith, Meredith Smith, and Gene Weissman.

PARTY FOR TEEN AGE VOLUNTEERS

The Teen Age Volunteers who worked so faithfully this summer were honored at a party given for them the afternoon of August 19 at Harris Hall in appreciation of their unselfish service to the New England Deaconess Hospital.

Miss June Carr, memory expert, who delighted the audience at the Service Award Dinner in April, again astonished everyone with her various feats of memory. Pizza and cokes were served.

Mrs. Irma A. Kellner, Director of Volunteers, presented Recognition Pins to those Volunteers who gave 75 or more volunteer service hours this season and all Volunteers received the American Hospital Association Certificate of Appreciation given them by the New England Deaconess Hospital.

Dr. Neptune Speaker At Rhode Island College

Dr. Wilford B. Neptune, Associate at the Overholt Thoracic Clinic and thoracic surgeon at New England Deaconess Hospital, was among the doctors who participated in a summer workshop on smoking and health at Rhode Island College held June 28 to July 9.

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